GOVERNMENT OF INDIA
TOURISM AND CULTURE
LOK SABHA

UNSTARRED QUESTION NO:3189
ANSWERED ON:05.08.2002
COMPLAINT CELL FOR TOURISTS
RATNA SINGH

Will the Minister of TOURISM AND CULTURE be pleased to state:

(a) whether the Government have set up any cell to receive complaints from the tourists;

(b) if so, the details thereof;

(c) the number of complaints received by the cell so far; and

(a) the details of action taken on the basis of such complaints?

Answer

MINISTER OF TOURISM & CULTURE (SHRI JAGMOHAN)

(a) & (b) : Yes, Sir. A Complaint Cell has been set up in the office of the Directorate General of Tourism.Constant monitoring of complaints is being done by Director General(Tourism) in co-ordination with Indiatourism offices located in different parts of the Country.

(c) & (d) : Out of 79 complaints received so far, 56 have already been settled and the rest are followed up with the concerned agencies.